



### **Customer Responsibilities for Backflow Prevention Assembly**

- All residential irrigation services shall be protected by an approved Backflow Prevention Assembly\*.
- All costs associated with installation, maintenance, and repair of the Backflow Prevention Assembly\* are the sole responsibility of the customer.
- Connection of the system with a well or other unapproved source of water is illegal and will result in immediate suspension of service at that location.
- The Backflow Prevention Assembly\* shall be maintained in a manner that allows access for required inspection and testing.
- Installation must be done in accordance with all current plumbing laws and regulations and in accordance with PWC's Backflow Prevention Assembly\* installation specifications.
- Backflow Prevention Assemblies\* must be maintained in proper operating condition at all times, which includes successfully passing periodic recertification testing (as specified in the City of Fayetteville Cross Connection Control Ordinance) by a certified Backflow Prevention Assembly\* tester.
- Currently a PWC contractor conducts the required Backflow Prevention Assembly\* testing and the cost of the testing is added to the customer's bill at the current rate in the PWC rates and fees schedule.  
Residential backflow testing is required once every three years and commercial backflow testing is required annually.
- If the Backflow Prevention Assembly\* fails the periodic test, or if the assembly cannot be tested due to broken or inoperable shut off valves or any other condition, the assembly is deemed in non-compliance and PWC will notify the customer in writing of the failure. Customer will have 21 days from the time of notification to have the Backflow Prevention Assembly\* repaired and re-tested by a certified Backflow Prevention Assembly tester, at customer's expense. Failure to have the assembly repaired and re-tested in the specified time will result in PWC discontinuing irrigation service at this connection.
- Questions regarding Backflow Prevention Assemblies\*, installation, specifications, testing, repair, and periodic recertification testing may be directed to the PWC Environmental System Protection Department at (910) 223-4704. \*Backflow Prevention Assemblies: A Reduced Pressure Principle Backflow Prevention Assembly is required for all lawn irrigation service. For more information on installation requirements, testing, and repairs of the Backflow Prevention Assembly, please visit [www.faypwc.com](http://www.faypwc.com) under Conservation/Environmental > Backflow Prevention. If you have questions about Backflow Prevention Assemblies and specifications, please contact PWC's Environmental System Protection Office at (910) 223-4704